

## MiScorecard Performance Summary

Business Unit: Housing Development Authority  
 Executive/Director Name: Scott Woosley  
 Reporting Period: Mar 2013  
 Date Approved: 4/15/2013

Green >90% of target  
 Yellow >= 75% - 90% of target  
 Red <75% of target  
 Scorecard Status: Final

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
C-1	Housing Choice Voucher Payments	Green		100%	100%	100%	Quarterly	Percentage of voucher payments made to landlords within 60 days
C-2	Downtown and Community Services Social Media	Green	=	5,000	6,651	6,651	Monthly	Number of social media followers for Downtown Division per month
O-3	Historic Preservation	Green	=	100%	100%	100%	Monthly	Percentage of stakeholders requesting technical assistance who received assistance
<b>Financial</b>								
F-1	Low-Income Housing Tax Credits	Green	=	100%	100%	100%	CY Annually	Percentage of LIHTC ceiling allocated
F-2	Risk in the Multifamily Portfolio	Green		95%	80%	82%	Quarterly	Percentage of required reports and data submitted to evaluate risk
<b>Internal Business Process</b>								
P-4	Rental Development Voucher Processing	Yellow		75%	63%	NA	CY Annually	Stakeholder satisfaction with Project Based Voucher processing
C-3	Mortgage Lending Turnaround Time	Green		80%	86%	88%	Monthly	Percentage of single-family loan decisions made within 48 hours
C-4	Foreclosure Prevention Turnaround Time	Red		75%	41%	42%	Monthly	Percentage of loan applications funded within 45 days
P-2	Low-Income Housing Tax Credit Review Time	Green	=	3.0	2.5	2.5	Twice a Year	Number of months to review applications for LIHTC program
P-3	Housing Choice Voucher File Audit Time	Green		7.0	2.1	2.3	Monthly	Average number of days to complete case file audits
P-5	Placemaking Training	Green	=	100%	100%	20%	Quarterly	Number of staff, partners and grantees having completed Placemaking training
O-1	Housing Agent Satisfaction with Voucher program staff			75%	NA	NA	CY Annually	Percentage of Housing Agents who are satisfied with Housing Voucher Program staff
<b>Learning and Growth</b>								
O-2	Employee Satisfaction with Training	Green		90%	84%	100%	Quarterly	Percentage of participants who are satisfied with MSHDA-provided employee training sessions
O-4	Employee Engagement	Yellow		55%	43%	NA	CY Annually	Percentage of MSHDA employees classified as "Champions" in the annual State of Michigan employee survey.